

Aug 07, 2023 Detailed New CRT-261 Exam Questions for Concept Clearance [Q56-Q79]



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CRT-261 Exam Preparation Material with New CRT-261 Dumps Questions.

Salesforce CRT-261 is a certification exam designed for Service Cloud Consultants. CRT-261 exam is designed to test the candidates' knowledge and skills in configuring and implementing Salesforce Service Cloud solutions. CRT-261 exam tests various aspects related to Service Cloud, such as designing and implementing contact centers, configuring case management, implementing Knowledge management, and integrating with other third-party systems. The Salesforce CRT-261 exam is a comprehensive and challenging exam that requires thorough preparation and an in-depth understanding of Service Cloud.

QUESTION 56

Cloud Kicks is preparing to support customers through SMS text messaging and WhatsApp. Support agents will need to easily switch between multiple customer conversations. Which two features will help meet the requirements?

Choose 2 answers

- * Social Customer Service
- * Service Console
- * Messaging
- * Chat

QUESTION 57

An Inside Sales Contact Center Manager would like to access the ROI of the Contact Center.

Which three metrics should the Manager use to access the ROI?

Choose 3 answers

- * Average queue time per agent
- * Number of leads created
- * Opportunities per channel
- * Cost per call
- * Number of sales queues

QUESTION 58

The Support Manager at Universal Containers is getting inaccurate agent performance reports. After researching the data, the Salesforce Administrator has identified hundreds of cases that are closed, but still owned by a queue.

Which two solutions should a Consultant recommend to correct this problem? Choose 2 answers

- * Create a case assignment rule to ensure cases are owned by a user when closed.
- * Use a data tool to update the owner field on closed cases.
- * Create a Process Builder and Flow to change the owner on closed cases.
- * Create a case validation rule to ensure cases are owned by a user when closed.

QUESTION 59

Cloud Kicks (CK) plans to deploy Service Cloud. Customers have different levels of support available. CK is unsure whether Entitlements only or Entitlements plus Service Contracts is the correct solution.

Which question should be asked to determine the preferred solution?

- * Do multiple versions of the entitlements need to be created and maintained?
- * Is support provided on a periodic basis and renewed annually?
- * Do Service Agents need to determine whether a customer is eligible for support?
- * Will customers access self-service resources through Experience Cloud?

QUESTION 60

UCs is implementing Salesforce Knowledge at its contact center. The contact center has a dedicated support team for each product that it supports. Contact center agents should only be able to view articles for the product they support. What solution should a consultant recommend to meet this requirement?

- * Assign team-based roles to the associated product article types
- * Assign team-based profiles to the associated product article types
- * Assign team-based roles to the associated product data category value
- * Assign team-based profiles to the associated product data category value

QUESTION 61

Sales engineer needs visibility to list field edits, emails, case comments, and related objects on ONE page. How can this be achieved?

- * Customer view of case tab
- * Custom Visual force page
- * Custom report
- * Custom related list

QUESTION 62

Universal containers would like for articles to be suggested to agents based on information they are typing into the case. What solution should a consultant recommend?

- * Create a salesforce console for service and enable the knowledge sidebar on the case page layout.
- * Enable the knowledge sidebar setting in the case support settings.
- * Create a visualforce page called knowledge sidebar on the case page layout.
- * Enable the knowledge sidebar related list on the case page layout.

QUESTION 63

Agents at Universal Containers are required to update the case status to Waiting for Customer after they send an email to the case contact. Support Managers are noticing that many Agents are forgetting to perform this step.

What should a consultant recommend to address this problem?

- * Configure Process Builder
- * Activate a Validation Rule
- * Define Case Escalation Rules
- * Create a Case Macro

QUESTION 64

Universal containers contact center is experiencing increased call volumes due to a growing product portfolio. What is the recommended strategy to allow the contact center to handle the increased customer inquiries more efficiently? (choose 1 answer)

- * Hire contact center representatives that specialize in each of the product categories.
- * Make contact center representatives accessible 24/7 to distribute the call volume.
- * Redirect users from the company site to social media forums about the products.
- * Make knowledge base articles and community answers accessible on its website.

QUESTION 65

To manage the publishing lifecycle for articles in Salesforce Knowledge, the contact center director wants to provide article with various publishing capabilities. What configuration should be recommended to meet this objective?

- * Assign article managers to public groups and specific article actions to each group.
- * Assign article managers to publication teams and specific article actions to each team.
- * Assign article managers to public groups and specific publication states to each group.
- * Assign article managers to publication teams and specific publication states to each team.

QUESTION 66

Universal Containers has a policy that requires all email traffic to remain within its firewall. Currently, the company has 200 support

agents handling email from five different time zones on its legacy system.

When implementing Salesforce, what solution should a consultant recommend for this scenario?

- * Email-to-Case
- * Salesforce for Outlook
- * Web-to-Case
- * On-Demand Email-to-Case

QUESTION 67

Universal Containers needs to customize Salesforce to improve its Support Agents' experience so they can work more efficiently.

Which two features requires Service Cloud?

- * Open multiple case records as tabs and sub tabs
- * Unique page layouts for each Case Record Type
- * Utility Bar
- * Access to Knowledge Articles

QUESTION 68

Universal Containers (UC) receives partner data in Excel format. The Excel data is all text, but needs to be imported into existing Salesforce Date, Number, and Text fields.

Which three best practices should a consultant recommend?

Choose 3 answers

- * Import the records and create a workflow rule to change the data type.
- * Standardize all rows to match Salesforce data types.
- * Import the records and use Duplicate Management.
- * Deduplicate the data before importing into Salesforce,
- * Install the Data Quality Analysis Dashboards from the AppExchange.

QUESTION 69

Universal Containers' customer service technicians need to access the following information while at a customer site to complete the service call: * Customer order history * Level of contracted support * List of replaceable parts Which system can Salesforce integrate with to retrieve this information and make it available to technicians in the field?

- * An enterprise resource planning system
- * A knowledge management system
- * A workforce management system
- * A third -party mobile application platform

QUESTION 70

Universal containers wants to assign support agents to handle only specific interaction channels based on one of the following channel groupings a) Phone b) Phone and email c) Social media (facebook and twitter). What should a consultant recommend to accomplish this?

- * Create a service cloud console to support all channel groupings.
- * Create an agent profile for each channel grouping.

- * Create a unique case page layout for each channel grouping.
- * Create an agent role for each channel grouping.

QUESTION 71

Universal Containers, a new Salesforce customer, needs its millions of consumers to have public access to Knowledge on its corporate website. The consumers also need the ability to login to create, update, and read historical cases.

Which product and license type would meet all of these requirements?

- * Force.com Sites with Knowledge and Email-to-Case
- * Visualforce and Self-Service Portal
- * Force.com Sites with Knowledge and Web-to-Case
- * Force.com Sites and High-Volume Customer Portal

QUESTION 72

Universal Containers wants to measure the efficiency of its contact center. Which three metrics should the contact center manager analyze? Choose 3 answers

- * Number of open cases per day
- * Number of new customers added
- * Number of closed cases on first call
- * Average number of days to close cases
- * Number of cases escalated

QUESTION 73

Cloud Kicks is planning to use Case Teams to help swarm on difficult issues. Support agents can use predefined Case Teams to add specialists on a Case. Specialists need to be able to view Cases and add related records to the Case.

What is the recommended level of Case Access for the Case Team Role?

- * Read Only
- * Visible in Portal
- * Private
- * Read/Write

QUESTION 74

What are three considerations when adding a report chart to a Console Component? Choose 3 answers

- * The report chart is added to the Page Layout.
- * The report is shared with a Chatter Group.
- * The report is a Summary or Matrix report.
- * The report contains a chart.
- * The report has a standard Report Type.

QUESTION 75

Universal Containers (UC) needs to invoke a process on an external system (NOT in Salesforce) whenever cases are created or updated by contact center agents. UC does NOT want to use any customized code to accomplish this.

Which solution should a Consultant recommend?

- * RESTful services with GET, POST, or PUT
- * Workflow-driven outbound messaging
- * Schedule batch Apex processing job
- * Visualforce page APEX SOAP async callout

QUESTION 76

what approach should a consultant use to ensure that knowledge search

only display articles for a service agents product specialization ?

- * Create an article action for each record type; assign record types to service agents
- * Create a page layout for each record type ; assign layouts to service agents
- * Create a permission set for each record type ; assign permissions to service agents
- * create a data category for each product assign data categories to service agents.

QUESTION 77

The contact center at Universal Containers offers support through phone, email, public website, and a Community. The contact center manager wants to demonstrate the success of recent self-service initiatives to executive management. Which two reports should the contact center manager present to executive management? Choose 2 answers

- * Number of cases closed by self-service users.
- * Average call handle time by team.
- * Number of Knowledge articles created each month.
- * Number of cases created using Communities by month.

QUESTION 78

Which application will allow a client to enable Ideas on a public website?

- * Partner portal
- * Self-service portal
- * Sites
- * Customer portal

QUESTION 79

Universal Containers wants to create a process to verify that customers are eligible for support before a case is created. A consultant recommends using entitlement management to meet this requirement. Which benefit would be realized by using the entitlement management feature? Choose 2 answers.

- * Ability to determine if a customer has escalated a case in the past
- * Ability to specify unique service levels for each customer
- * Ability to prompt callers for the service contract number within IVR menus
- * Ability to enforce service levels with the time-dependent processes

Salesforce CRT-261 exam is a valuable certification for professionals who specialize in Service Cloud. It demonstrates their expertise in implementing and managing Salesforce Service Cloud solutions and can help them advance their careers in this field. By studying the exam guide, attending training courses, and taking practice exams, individuals can increase their chances of passing the exam and obtaining the certification.

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